

**From:** Howard Robinson  
**To:** Microsoft ATR  
**Date:** 11/20/01 9:49am  
**Subject:** Microsoft antitrust case

I do not think the government really sees the real problem with Microsoft. The only way to move forward is sperating the operating system from applications. Why?

When the upgrade from Windows 95 to 98 came out, guess what. The best selling video board, best selling sound board, the Jaz 1GB backup unit would not work any more. Why? Because MS changed their software so the drivers would no longer work since these companies would not kiss up to MS. We all had to work around the problems until the drivers were reworked. MS knew this all along. What did that cost little users like me? Too much!

Out of the 5 major word processors in the last 15 years, MS actions has killed three of them. All of which are better than any copy of MS Word. The fifth one did themselves in without help from MS. We are now left MS Word. It is a very poor, buggie program that can't do what the other three could do. (And I still use two of them all the time and use Word only when others require it. And then I convert Word to XY to operate.)

Why does MS operating systems crash? Because they can't or will not write a good memory manager. (Good ones like QEMM & OS2). MS does not use the memory protection levels in the Intel chips because by not using them it is easy to block other companies application programs and drivers.

O, but controlling MS with slow down the great progress MS has made for us in solftware! If you believe that, I has some swamp land for sale for you. All during the 80's we had freeware/shareware add ons to the operating system that its still ahead of anything MS can do. (And I still use for serious computing.) Now every good fix/add-on that comes out, MS quickly makes a change in the operating system so it will not work anymore.

But, it does not matter if the government solves this problem. The real world and market place will find other solutions to MS and their poor controlling software. Most of us serious computer users are finding ways around these problems and in ten years MS will not be needed anymore. The problem is it cost us lots of money and time to solve/fix the problem generated by MS continued sabotage of others software. Why should it all operate the one way MS wants it? Its a computer that can be programmed anyway we want to do things. In the end we will control it. We just don't have billions of dollars to do it like MS.

Howard Robinson  
2420 Westridge

Plano TX 75075